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**St Raphael's Hospice**  
**Social Responsibility in Gambling**  
**Policy Document**

**April 2012**

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## **Introduction**

The St Raphael's Hospice operates a Society Lottery for the general public in the London Boroughs of Sutton and Merton and the surrounding area, for the sole purpose of raising funds for the St Raphael's Hospice.

The Society is committed to ensuring that the lottery is operated in a secure, fair and socially responsible way and to endorsing responsible gambling amongst its members.

The Gambling Commission regulates gambling in the public interest. The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives:

1. Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime.
2. Ensuring that gambling is conducted in a fair and open way.
3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

This document sets out the Societies policies and approach to ensuring we approach any gambling activities in a socially responsible way. Lottery staff are familiar with this document and read it upon appointment and every six months thereafter.

### **1. Preventing gambling from being a source of crime and disorder**

When an individual joins the lottery we will ensure that:

- The individual is aged 16 or over.
- The individual is resident in Great Britain.
- We do not suspect money laundering in any way, in line with the Proceeds of Crime Act.
- We also retain the right to cancel any membership should we suspect criminal activity.
- We have policies and procedures relating to cash handling in place designed to minimise the risk of crime.
- The maximum number of entries are limited to £20 per person per week.
- We record any incidents for future reference.

### **2. Ensuring that gambling is conducted in a fair and open way.**

We will ensure that:

- Players have access to clear information on matters such as the rules of the lottery, the prizes that are available and the chances of winning.
- The rules are fair.
- Any advertising and promotional material is clear and not misleading.
- The results are made public.

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- A complaints procedure is in place including an independent arbitration service.

### **3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.**

We will use our best endeavours to address the following issues:

- Under age Gambling. It is illegal for individuals under the age of 16 to enter into a lottery. We reserve the right to ask for proof of age from any customer and customer's accounts may be suspended until satisfactory proof of age is provided. If for whatever reason, upon winning any individual is unable to prove that they are 16 or over then any winnings will be forfeited.
- Gambling Limits. The Society may impose limits on the value of entries into a lottery that can be purchased by an individual.
- Self Exclusion. On request, we will close any player's lottery membership(s) for a minimum period of six months during which time the membership(s) cannot be reinstated. During this period we will also try to ensure that the individual does not try and open a new membership.
- All attempted breaches of underage gambling and self-exclusions will be recorded.
- Access to Player History. We will provide any player with a full history of their lottery membership, including complete payment and winnings history upon request.
- Provide Information on Gambling Support Organisations. We will provide contact details or links on any lottery websites or via other appropriate media to GamCare and other relevant / appropriate organisations. We also provide financial support to GREaT (Gambling Research, Education and Treatment) which raises funds to support research, education and treatment of problem gambling.
- Self Help and Awareness Information. We will provide self help and awareness information on any lottery websites or other appropriate media together with links to or contact details of GamCare and other relevant / appropriate organisations.
- Staff Training. All relevant staff receive awareness training on problem gambling issues.
- Our commitment to our potential and existing members means we actively encourage responsible gambling and in this regard abide by the following statement:-

#### *Responsible Gambling*

Whilst the majority of people do gamble within their means, for some gambling can become a problem. It may help you to keep control to remember the following:

- Gambling should be entertaining and not seen as a way of making money
- Avoid chasing losses
- Only gamble what you can afford to lose
- Keep track of the time and amount you spend gambling
- If you want to have a break from gambling you can use our self-exclusion option by emailing us at [fundraising@straphaels.org.uk](mailto:fundraising@straphaels.org.uk) with your name, address and membership number(s). Or telephone the Director of Fundraising, Mr Keith Witham on 020 8335 4576 with that information. We will then close your

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membership(s) for a minimum period of 6 months, during which time it will not be possible for the account(s) to be re-opened for any reason.

- If you need to talk to someone about problem gambling then contact GamCare.
- GamCare is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. GamCare can be contacted on 0845 6000 133 (local rate from UK).

**Problem Gambling.** If you are concerned that gambling may have taken over your (or someone else's life) then the following questions may help you find out:

- Do you stay away from work, college or school to gamble?
- Do you gamble to escape from a boring or unhappy life?
- When gambling and you run out of money, do you feel lost and in despair and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone, even the fare home or the cost of a cup of tea?
- Have you ever lied to cover up the amount of money or time you have spent gambling?
- Have others ever criticised your gambling?
- Have you lost interest in your family, friends or hobbies?
- After losing, do you feel you must try and win back your losses as soon as possible?
- Do arguments, frustrations or disappointments make you want to gamble?
- Do you feel depressed or even suicidal because of your gambling?

The more you answer 'yes' to these questions, the more likely you are to have a serious gambling problem. To speak to someone about this contact the GamCare confidential helpline on 0845 6000 133 or visit their website [www.gamcare.org.uk](http://www.gamcare.org.uk) for further information.

For any queries or further information please contact the Hospice Lottery Promoter and Director of Fundraising, Mr Keith Witham, St Raphael's Hospice, London Road North Cheam, Sutton Surrey SM3 9DX Tel: 020 8335 4576 or email: [fundraising@straphaels.org.uk](mailto:fundraising@straphaels.org.uk)